

CHAPTER 4

Responsibility of Building Manager to Improve Occupant's Well-being

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4.1 INTRODUCTION

A building manager is a person, an organisation, or a company who maintains and manages a building on behalf of the owner in order to protect or grow the investment value as well as the physical value of the building. In addition, building managers are person who are responsible to the buildings that are allotted to them especially in terms of management, maintenance and operation within certain periods (Hauashdh et al., 2022).

The building manager is accountable for the maintenance activities which should be cost-effectively planned and executed. There are three crucial elements of maintenance activities which are the consideration of maintenance strategy, standard and the allocation of resources (Lee & Scott, 2009). Effectively managing the building maintenance would influence the occupant's well-being and comfort. Several factors influence occupant satisfaction which are air quality, thermal, visual, privacy, acoustics, cleanliness and ergonomic factor (Altomonte & Schiavon, 2013; Geng et al., 2017). The other important factor

is the environmental aspects which lead to the application of green building design (Khoshbakht et al., 2018).

There is a need to understand the responsibility of the building manager to the betterment of the occupant's well-being. Vischer (2007), mentioned the need to identify the management factors that would reduce work stress. Thus, this chapter aims to identify the building manager's responsibility to enhance the occupant's well-being.

4.2 SCOPE OF WORK OF BUILDING MANAGER

Generally, building managers are responsible for daily repair work and ongoing maintenance, security and building upkeep. Other than that, their primary role is to manage the routine tasks assigned to them by the owners and maintain the value of the property they manage while generating income. The specific tasks allotted to them are: (1) Filtering prospective tenants; (2) Drafting, signing and renewing leases on behalf of building owners; (3) Collecting rent; (4) Looking out of the building as well as landscaping; (5) Arranging necessary building repairs and; (6) Preparing and comply with estimates for building maintenance (Mat Noor, 2013; Hauashdh et al., 2022).

Building managers play a huge role in providing the building design and management that benefits the occupant's well-being. The building manager is responsible for planning, organizing and setting the goals related to occupants and the building operation (Tovmasyan, 2017). The building manager involves the tactical and operational levels of the day-to-day management of the building and the well-being of the occupants in the building (Aune et al., 2009).

The role of the building manager is often associated with the facility manager. As stated by FMA Australia (2012), that there

are alternative titles adopted by professionals who may fulfil the building manager job scope, which means their job scope is correlatively the same as building manager which includes the building manager.

Table 4.1 Alternative titles adopted by professionals

No.	Alternatives titles
1	Accommodation Manager
2	Building Manager
3	Building Supervisor
4	Caretaker Contracts Manager
5	Essential Services Manager
6	Maintenance and Services Manager
7	Facilities Services Manager
8	Facilities Administrator
9	Facility Management Consultant
10	Facility Operations Manager
11	Operations Manager
12	Property Manager

The scope of work of a building manager in an organisation can be divided into two management roles. First, it involves the usage of organisation capital resources towards the property, physical plant and facilities (technology). Second, building managers are responsible for managing the organisation support services for every day/monthly service and in emergency cases. There are three main activities besides facilities management for these two management roles, which are property management (real estate), property operations and maintenance and office